



Meetings/events feedback form

Date of meeting: 31 January 2011

Title of meeting: Emergency or Urgent Care Services at New Cross Hospital, Wolverhampton

Audience: New Cross staff; representatives of LINKs and other patient representative organisations; voluntary workers

LINK representative(s) attending: John Davies

LINK representative completing feedback form: John Davies

Rationale (*Why are we attending the meeting event*). *Note – if you are delivering a message/presenting re: what the LINK is about this needs to complement the standard presentation. If not provide details of message given.*

A large number of South Staffordshire people live in the 'catchment area' for this hospital. The Royal Wolverhampton Hospitals NHS Trust is currently reviewing its emergency services with the intention of creating a single emergency portal bringing together A&E, Emergency Medical Assessment Unit, Surgical Emergency Assessment Unit, Emergency Short Stay Ward and the Paediatric Assessment Unit.

The intention is to provide a streamlined service for patients and to address some of the issues raised in complaints. To ensure the concept is shaped by clinicians and patients this event was to capture the thoughts and ideas of patients and community representatives. A&E dealt with around 300 people a day and this would increase the figure by around another 50.

After the proposal was outlined, the audience split into random groups of around six people – each with a facilitator – to talk through a number of points and provide feedback

What were the main issues to come out of the meeting/event from the LINK perspective? (*List between 1 and 6 bullet points would be helpful*).

1. This was the start of the process and the Trust would be listening to this feedback before refining its case and putting forward the proposal which may involve substantial funding if the solution included a need for new facilities
2. The audience was sceptical from the start as two years ago the Trust merged the Eye Hospital A&E with the main A&E and this has proved a disaster with patients bodies (incl Wolverhampton LINK receiving a considerable number of complaints).
3. The Trust officials said that lessons were being learnt that would be put into action in the new proposals but when pressed they could not say what these lessons were and how they would be change for the better!
4. Feedback focused on the fact that the hospital is not delivering good service now, so why should anyone feel there would be improvements
5. Main criticisms were – location of hospital and parking and transport facilities; poor facilities for patients and people accompanying them; lack of an efficient triage system; long waiting times day and night; other departments such as X-ray not close at hand; very poor communication between staff and patients; not enough beds for patients needing to be admitted; no taxi rank or facility to phone taxis making transport home difficult; poor follow up procedures.

Action Points/How can the LINK help? *(Bullet points re: what, if any, requests for LINK help were received and from who plus who needs to follow up?)*

The plus point was that Wolverhampton has consulted at the start of the project rather than having already made up its mind and going through the motions of talking to patient groups. I think they were shocked by the very strong and unanimous opinions of poor performance by the hospital.

The Trust promised to carefully consider the points raised and issue a summary of the consultations and organise future events. I have not received anything since the meeting.